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920476-904867

IN THE UNITED STATES PATENT AND TRADEMARK OFFICE

IN RE THE APPLICATION OF

Thomas J. Moran, et al.

SERIAL NO. 09/747,691

FILED: December 22, 2000

FOR: Method and Apparatus for Providing
a Web Page to a Call Member

)
) Examiner: Uzma Alam
)
) Group Art Unit No. 2157
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) Customer number: 23644
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I hereby certify that this correspondence is being
submitted to the Commissioner for Patents, P.O.
Box 1450 Alexandria, VA 22313-1450 via facsimile
to 703-872-9315 on February 17, 2005.
Signature: M. Wilson

RESPONSE TO OFFICE ACTION DATED NOVEMBER 17, 2004

Honorable Director of Patents and Trademarks
P.O. Box 1450
Alexandria, VA 22313-1450

Dear Sir:

In response to the Office Action Dated November 17, 2004, the applicants
comment as follows:

Claim Rejections - 35 USC §102

Claims 1-11, 13, 14, 16-18, 22 and 23 are rejected as allegedly anticipated by
U.S. 6,678,718 to Khouri et al. Applicants respectfully disagree with this assessment
and request reconsideration of the claims.

Khouri et al. disclose two embodiments. In one, a web user can browse a
web page and select a call back. When an agent receives the request to generate

Attorney Docket 920476-904867

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TOTAL NUMBER OF PAGES INCLUDING COVER PAGE: 6

TO: Commissioner for Patents

EXAMINER: Uzma Alam

GROUP ART UNIT: 2157

Attached: Response to Office Action Dated November 17, 2004


If you do not receive all pages, please contact William M. Lee, Jr. at (312) 214-4800 or his assistant, Minnie Wilson at (312) 214-4829.

Certificate of Transmission

I hereby certify that this paper for Application Number 09/747,691 is being facsimile transmitted to the Patent and Trademark Office, Mail Stop - (703) 872-9315 on the date shown below.

Minnie Wilson

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